

All Cases View

Case #	Account	Last Name	First Name	Home Phone	Referred By
100	002-38-2534	Alexander	Kamella	(413) 323-7294	Congress
101	309-54-1637	Holmes	May	(417) 265-3118	California State
205	420-90-5087	Parce	Kenneth	(413) 549-6265	Other
507	Not Given	Mason	May	(206) 721-1573	
520	578-84-7670	Bacon	Don	(480) 502-1688	
700	532-42-1412	Bauer	Ramon	(404) 767-7317	Secretary's Office
835	555-90-9131			(310) 841-5950	
880	471-08-3822	Chenbust	Courtney	(512) 522-7490	
823	556-26-2592	Chen	Sakham	(519) 828-0747	
1092	481-90-7732	Lathema	Caroline	(512) 431-2740	
1162	577-82-0412	Reynolds	Deborah	(703) 809-9625	Other

Case #	100	Referred By	Congress	Case Status and Ownership	Intake Person	SADMIN	On/In/Out	GEN/ASS/IST
Last Name	Alexander	First Name	Kamella	Status	Open	Date Received	7/23/00 4:27:44 PM	
Account	002-38-2534	Home Phone	(413) 323-7294	Sub-Status	Assigned	Date Closed		
Original Issue	Category: Balance Dispute	Revised Issue	Category: Balance Dispute	Customer Expectation	Category: Credit Report Updated	Sub Category	None	Summary
Sub Category	None	Sub Category	None	Summary				
Svc Agency	Unknown	Loan Type	FPEL Consolidation	Loan Status	Deferred	Web Notes		

View Description:

This view's primary purpose is to allow for quick searches for specific cases, to display full details for a particular case while viewing a list of cases, and to enter new case data.

OCTS Case List Applet: *top half of view*

The list applet allows the user to scroll through a list of all cases, or to select a subset of cases to view by using the query feature. The query feature allows the user to search for a case on specific information such as the case number or the last name. **For more information on querying, see the User Reference Guide.** To facilitate efficient work on a case, hyperlinks in some fields provide quick navigation to a different screen/view to provide detailed account or contact information or to schedule or perform activities that will lead to closing the case.

For a detailed data mapping please refer to Appendix B-1

OCTS Case Form Applet: *bottom half of view*

The form applet displays all pertinent case information for a given case in a single, scroll-free display. The data displayed is that of the active case in the list applet above (the selected case with the red arrow in left-most column). A new button quickly creates a new case, and the form applet provides an intuitive, efficient method of case data entry.

For a detailed data mapping please refer to Appendix B-2